

## **Exhibit HH**

# Duck Creek Tribal Financial, LLC

E23967 Choate Rd., P.O. Box 704, Watersmeet, Michigan 49969

Telephone: 906-358-2008

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## JOB ANNOUNCEMENT

Job Title: Customer Service Representative  
Company: Duck Creek Tribal Financial, LLC (DCTF)  
Type: Full-time  
Compensation: \$10.00 hourly with a 90 day review  
Reports to: Operations Manager

### JOB DESCRIPTION

This is a newly created position and an exciting opportunity for an experienced Customer Service Representative to make an immediate impact in a new and aggressively growing organization. The Customer Service Representative will be responsible for responding to e-mails concerning new and returning customer applications and general customer inquiries.

### COMPANY DESCRIPTION

DCTF was established in October 2011 and is poised to become an innovative leader in the world of consumer financial service product offerings.

### MINIMUM QUALIFICATIONS

- Possess a High School Diploma or Equivalent
- Possess the ability to be licensed under the Consumer Financial Services Regulatory Code (see Attachment A)\* If applicable.

### DESIRED SKILLS & EXPERIENCE

- Computer literate, i.e. familiarity with Microsoft Office Products, accessing Internet, using email
- Exceptional customer service and customer complaint mitigation skills
- Strong oral and written communication skills, highly detailed oriented with a strong desire to make a difference!

### DUTIES & RESPONSIBILITIES

1. Answer phones/emails and respond to customer requests.
  2. Process new loan applications and verify application information.
  3. Provide customers with product and service information.
  4. Promote VIP and referral programs.
  5. Identify, research, and resolve customer issues using the computer system.
  6. Follow-up on customer inquiries not immediately resolved.
  7. research customer complaints.
  8. Recognize, document and alert the supervisor of trends in customer calls.
  9. Recommend process improvements.
  10. Other duties as assigned.
- Hiring shall be subject to successful completion of all required background investigations as well as Indian Employment Preference Policies/Ordinances of the Lac Vieux Desert Band of Superior Chippewa Indians.

Interested applicants should send a cover letter and resume to Duck Creek Tribal Financial, LLC, c/o Craig Mansfield, P.O. Box 704, Watersmeet, MI 49969, or via email at [craigm@duckcreektf.com](mailto:craigm@duckcreektf.com), personal delivery of application materials will also be accepted. Application deadline 05/25/2012.